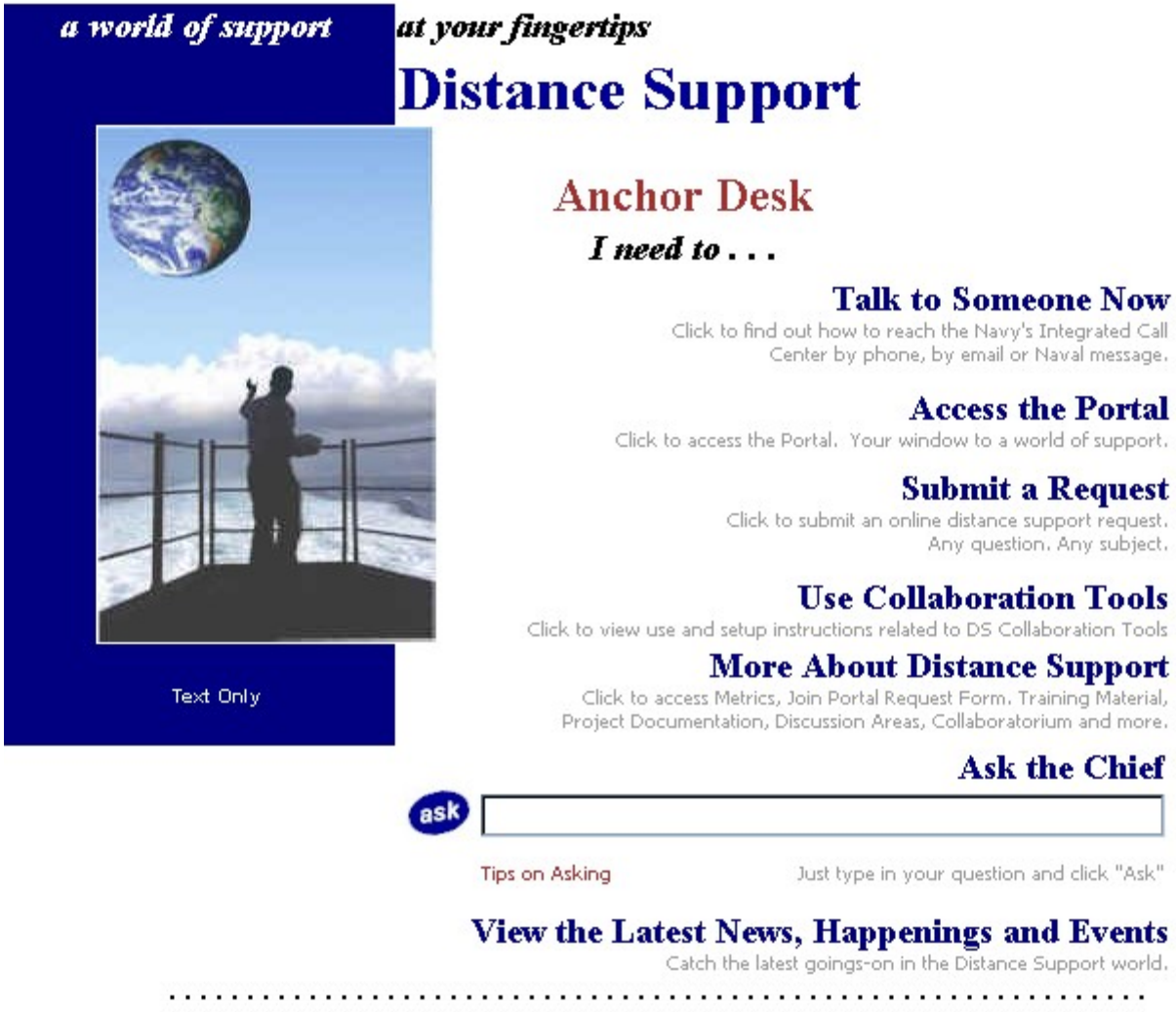
Distance Support


a world of support
at your fingertips
Distance Support
Anchor Desk
I need to . . .
Talk to Someone Now
Click to find out how to reach the Navy's Integrated Call Center by phone, by email or Naval message.
Access the Portal
Click to access the Portal. Your window to a world of support.
Submit a Request
Click to submit an online distance support request. Any question. Any subject.
Use Collaboration Tools
Click to view use and setup instructions related to DS Collaboration Tools
More About Distance Support
Click to access Metrics, Join Portal Request Form, Training Material, Project Documentation, Discussion Areas, Collaboratorium and more.
Ask the Chief
ask
Tips on Asking
Just type in your question and click "Ask"
View the Latest News, Happenings and Events
Catch the latest goings-on in the Distance Support world.
Text Only

Purpose

- Reduce Shipboard Workload And Streamline Support Infrastructure Access
- Increase Readiness
- Tune The Infrastructure
- Improve Feedback
- Reduce Requirements

Background

- Support Is Available
  - 24-hours A Day
  - 7-days A Week
  - 365 Days A Year
- Not Designed To Replace Current Methods Of Support
- Portal is to Act Only As The Single Point Of Entry To A Source Of Support
- Users Can Be Any Fleet Personnel Ashore Or Afloat

Navigating within the P

Distance Support Anchor Desk

Site Requires User ID and Password

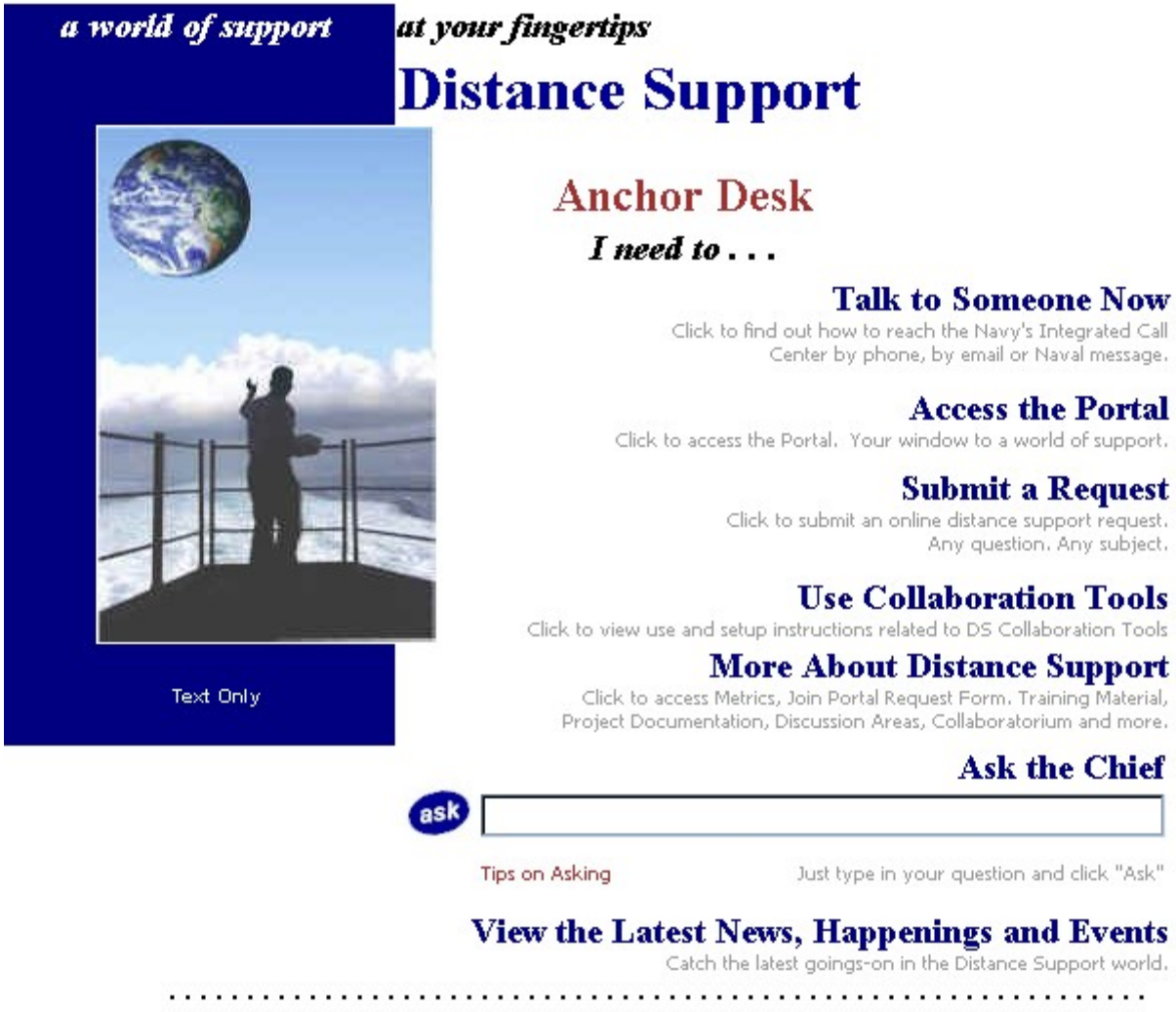
Some of the websites in the Distance Support Portal require the viewer to enter a User ID and Password in order to navigate all or a portion of a particular website. The following sites found in this version of the Portal are password protected. To start the process of obtaining a User ID and Password for a site, click on the site name below and follow the instructions:

- **Advanced Interactive Management Technology Center (AIMTC)**
- **Fleet Training Toolbox**
- **Integrated Battle Force Training (IBFT)**
- **IT 21 / JDMS**
- **Joint Computer-Aided Acquisition Logistic Support (JCALS)**
- **Lightweight Information Desk On-Line (LIDOL)**
- **Medical TeleLibrary**
- **Mine & Undersea Warfare Systems/Programs (PEO(MUW) Infodesk)**
- **One Touch Support**
- **Sailor to Engineer**
- **Test, Measurement & Diagnostic Equipment (TMDE)**

NIPRNet-vs-SIPRNet

- NIPRNet and SIPRNet
  - Each is available on the Portal CD
  - Install program prompts you to load one or the other version
  - Header area of screen shows version number with “n” for NIPRNet or “s” for SIPRNet
- NIPRNet
  - Ships can access any unclassified, non-secure network sites
- SIPRNet
  - Ships are limited to accessing only secure

Distance Support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Main Menu

- **Specific category support:**
The left side of the main menu identifies specific categories of support.

- **Toolbox:**
Under the Toolbox area, a set of general assistance tools are found. Because of their universal application, they are found on every major menu throughout the Portal.

- **Portal/Distance Support specific links:**
Links to Portal specific information.

Specific Category Support

Aviation

NAVAL AVIATION SUPPORT LINKS
NAVAIR
Toll Free "One Touch" Support for the Fleet:
1-877-4-1-TOUCH or 1-877-418-6824 (then press option 2 for aviation support)
NOTE: This number is provided for U.S. Navy Sailors and Marines to receive "One-Touch" support via a single toll free number.
No more hassling with voicemails or wondering whether you're calling the right person. Try "One-Touch" support - you'll be glad you did!
SUBMIT A REQUEST

NAVAIR Acquisition Command Slating Panel

2 more positions for NAVAIR Slating Panel

AIP - Avionics Installation Plan
AV-3M & NALCOMIS Support
COMNAVAIRLANT - Commander Naval Air Forces, Atlantic Fleet
COMNAVAIRPAC - Commander Naval Air Force, U. S. Pacific Fleet
DISTANCESUPPORT - Distance Support Anchor Desk
E.I. - Engineering Investigations
FSCAP - Flight Safety Critical Aviation Parts
IMC - Integrated Maintenance Concept
JATDI - Joint Aviation TechnicalData Integration
LOGISTIC TOOLBOX - Logistics Toolbox
NATEC - Naval Air Technical Data and Engineering Service Command
NAVAIR - Aircraft Division
NAVAIR - Naval Air Systems Command
NAVAIR 3.0 - Logistics Competency
NAVAIR 6.0 - Industrial Competency
NAVAL Safety Center - Naval Safety Center
NAVAIR - Weapons Division
NAVAIR - Environmental Team
NAVICP - Naval Inventory Control
NCCA - Naval Center for Cost Analysis
NRF - Naval Reserve Force
NSLC - Naval Sea Logistics Center
PMA-202 Navy Aircrew Systems
PMA 260 - Aviation Common Support Equipment
REDSHIRT - The CNO Redshirt Web Site
SPAWAR - Space and Naval Warfare Systems Command

Chaplain & Spiritual Support

Information Technology

Medical Support

Operational Support

Ordnance Support

Ordnance Support
Explosive Ordnance Disposal
Retail Ordnance (ROLMS)
Mobile Fleet Support Team Support Request
Ammunition Logistics (NALC)
Torpedo Information (TILDS)
Lightweight Torpedoes (LIDOL)
Indian Head Ordnance Support
Packaging Handling Storage and Transportation Center
Ask the Chief A Question
Toolbox
Call/Email for Assistance
Collaboration Tools
- Sametime Chat
- NetMeeting
- Support Kit
Submit a Question Online
Submit a Deficiency Report
Submit a Tech Solution
Submit a Request to Join the Portal
- UserID and Password required to navigate site. Click here to learn how to get them.
ordnance support user's guide
portal user's guide
more about distance support
home

Personnel/Quality of Life Support

Supply Support

Technical Systems/Eqpt. Support

Distance Support Anchor Desk

Technical Systems/ Equipment Support

Links italicized and in RED require a UserID / Password to navigate the site. **Click here** to learn how to obtain them.
Links annotated ***web*** indicate that a NIPRNet connection to the internet is required to access those links. Links annotated ***local*** do not require internet access and indicate that an icon on your desk top should allow you access to those programs which are stored locally.

Tech Assist

- **Tech Assist** (web)
  (LANT and PAC requests)
- **Fleet Technical Support Centers** (web)
  (Both LANT and PAC)
- *Technical Data Information Gateway (MEDALS)* (Dwg Locator) (web)
- **Tech Rep on Disk** (local)
- *UYQ-70 Home* (web)
- *UYQ-70 Support Center* (web)

Shipboard Support

- eSOMS (Tag-Out) (web)
- *HM&E Eqpt Research Data System (HEDRS)* (web)
- *IT 21/JDMS* (web)
- *JCALS (Engineering Data)* (local first then web)
- *Mine & Undersea Warfare Systems* (web)
- *NAVSEA Data Environment* (web)
- *Sailor to Engineer* (web)
- Sailor to Engineer (local)
- *Test, Measurement and Diagnostic Equipment (TMDE)* (web)
- *Web Integrated Database Environment (WiDe)* (web)

Submarine Support

- *AIMTC/CPRS - NPES Engineering Data* (web)
- *NAVSEA Data Environment* (web)
- *Tomahawk Information Systems* (web)
- *Web Integrated Database Environment (WiDe)* (web)

Toolbox

- Call/Email for Assistance
- Collaboration Tools
  - Sametime® Chat
  - NetMeeting®
  - Support Kit
- Submit a Question Online
- Submit a Deficiency Report
- Submit a Tech Solution
- Submit a Request to Join the Portal
- Ask the Chief (ask any question)

View the Tech Assist Support section of the

View the Shipboard Support section of the of

View the Submarine Support

Training Support

Toolbox

Distance Support Portal
Aviation
Chaplain & Spiritual Support
Information Technology
Medical
Operational
Ordnance
Personnel / Quality of Life
Supply
Technical Systems / Eqpt.
Training
more links ...
Toolbox
Call/Email for Assistance
Collaboration Tools
- Sametime® Chat
- NetMeeting ®
- Support Kit
Submit a Question Online
Submit a Deficiency Report
Submit a Tech Solution
Submit a Request to Join the Portal
Ask the Chief a Question
portal user's guide
more about distance support
site map
metrics
home

Call/E-Mail for Assistance

Distance Support
Anchor Desk

Technical question?
Logistics problem?
Supply issue?

Talk to Someone Now!

NAVY INTEGRATED CALL CENTER

1-877-4-1-TOUCH
8 6 8 2 4

24 hours a day ▪ 7 days a week ▪ 365 days a year

Any Question -- Any Time -- Guaranteed Resolution

Contacting the Integrated Call Center by Phone
Contacting the Integrated Call Center via E-mail
Contacting the Integrated Call Center via Naval Message

Call/E-Mail for Assistance

- Submit any request to the Anchor Desk

  Phone 1-877-418-6824 (CONUS)
  DSN 510-428-6824 (OCONUS)
  E-mail Help@Anchor Desk.Navy.Mil
  PLAD ANCHORDESK Norfolk VA

- All requests will be recorded and tracked using the REMEDY software

Submit a Question Online

Online Assist Request

NOTE: This form is only to be used for submitting unclassified / non-Nuclear Naval Propulsion Information issues.

This information resides on a DoD interest computer. Important conditions, restrictions, and disclaimers apply.
Please read the Department Of Defense Consent Notice and the Privacy and Security Notice before continuing.

[1] Point of Contact Information:

Priority:	---Select One---
Designation/Title:	---Select One---
Name:	
Activity:	
UIC:	
Ship/Squad Type & Nbr:	
Phone:	
Email:	[Please make sure email address is correct before submitting.]

[2] Assist Request Information:

Subject ID:	---Select One--- [i.e. if Hardware related, select "Hardware"]
Problem Subject:	[i.e. "Need to find a drawing"]
Detailed Problem Description:	

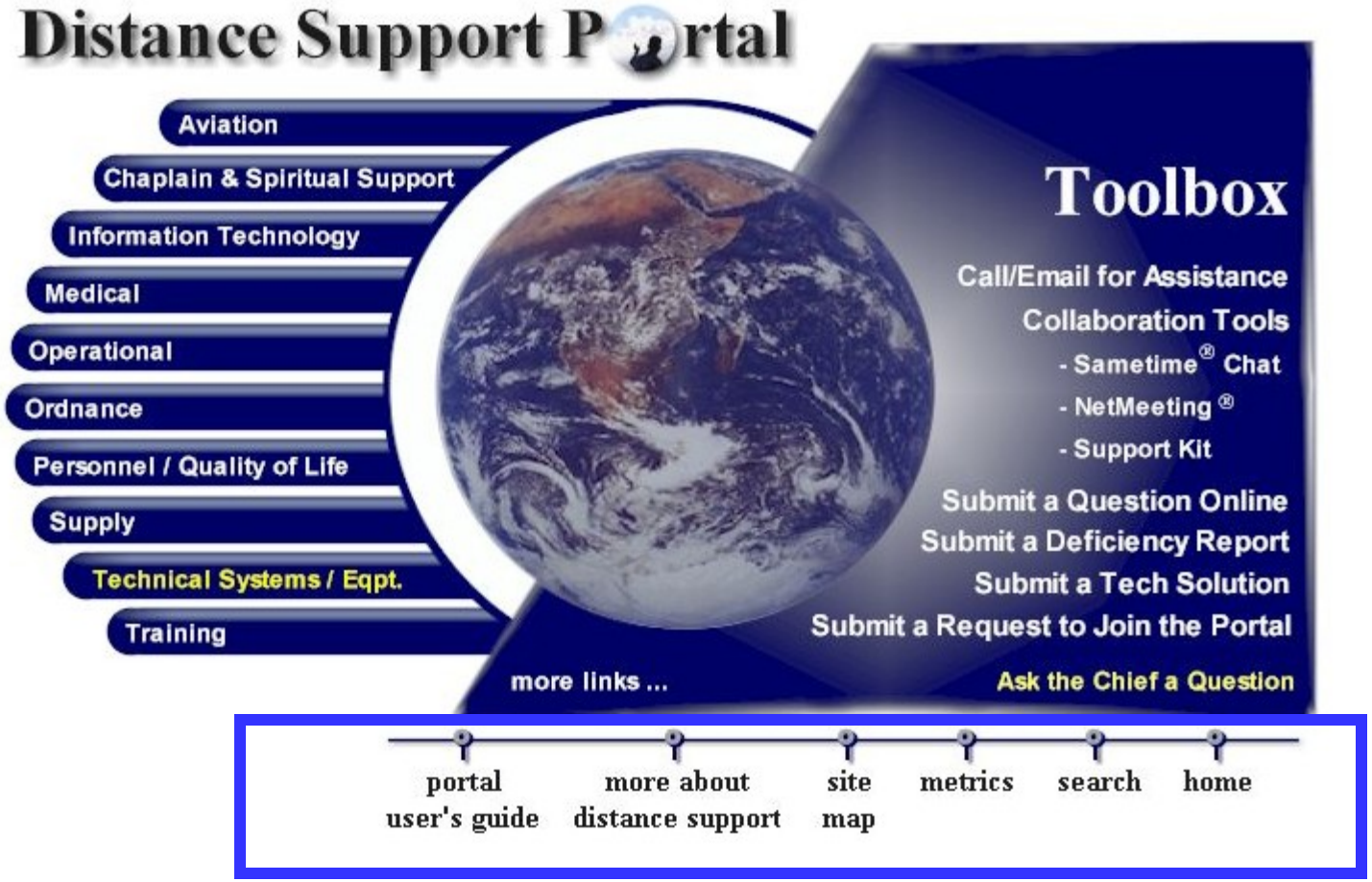
Submit a Deficiency Report

Distance Support
Short. Simple. Universal.
Distance Support Request Form
Click here
Combat System Operational Sequencing System Feedback Report
Engineering Operational Sequencing System Feedback Report
Fleet COSAL Feedback Report (FCFBR)
NETC Training Feedback Form
Preventive Maintenance System (PMS) Technical Feedback Form
Technical Manual Deficiency/Evaluation Report (TMDER)
Automated Common Diagrams (ACD) Feedback Form
home

Tech Solutions

- Combines Fleet input with the power of Naval Research to provide a science and technology solution, if one is possible, which meets or exceeds the need.
- Short term programs and rapid solutions that can improve the quality of service and current readiness are the mai

Portal/Distance Support Specific Links



Distance Support Portal

A world of support at your fingertips

If you encounter any problems with the Distance Support Portal program, or if you still have questions, please contact th ***Navy Integrated Call Center*** at:

1-877-4-1-TOUCH